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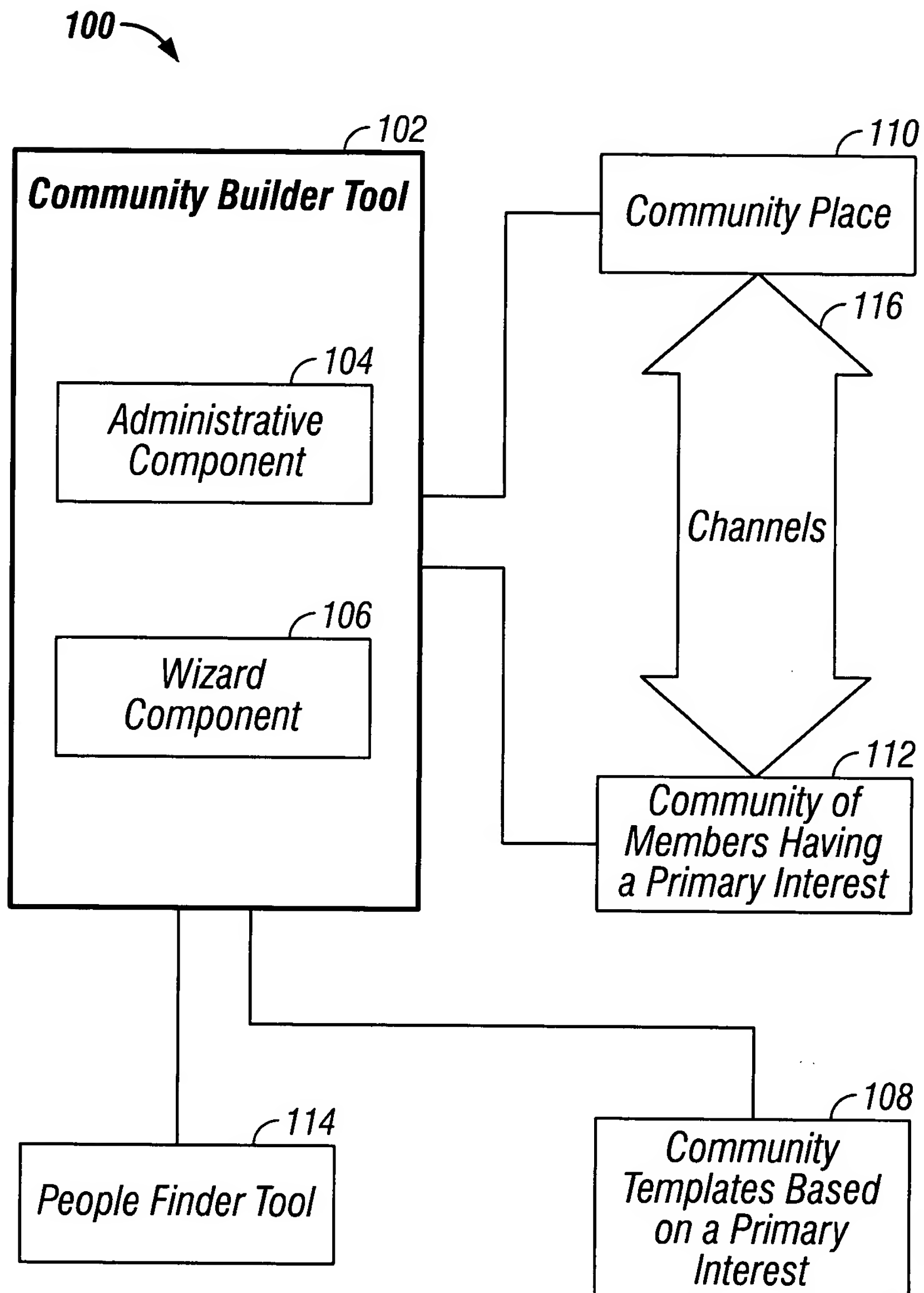


FIG. 1

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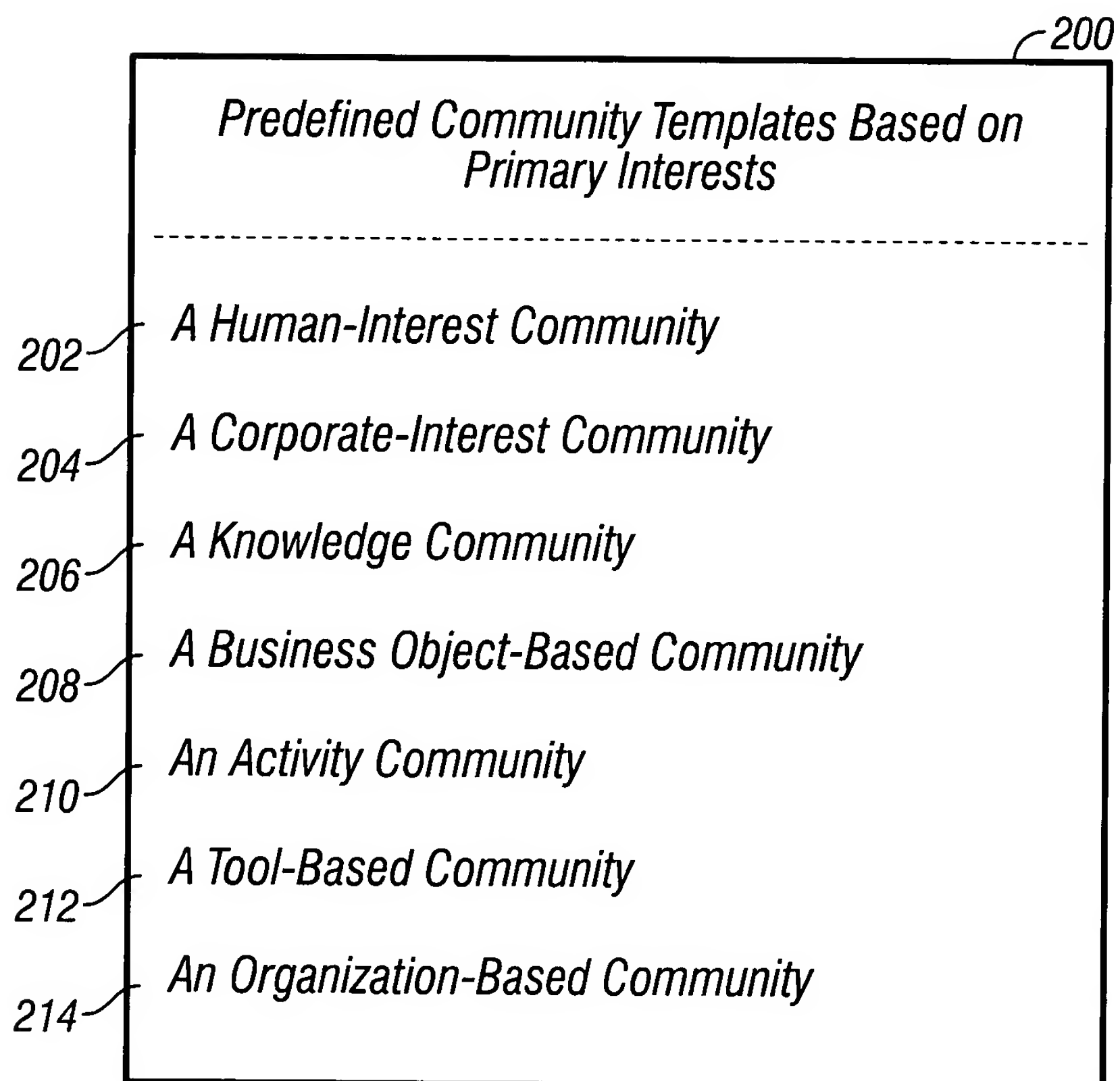


FIG. 2

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300

302	
Channel Types	Description
306 Operational	Conversation on Working Level <ul style="list-style-type: none">- About Daily Experiences- Question and Answers- Coordination of Work- Gossip, Jokes
308 Strategic (Closed)	Conversation on Meta Level About <ul style="list-style-type: none">- New Concepts- Evaluation of Current Process- Global Coordination
310 Be Up-to-Date	Educational Information <ul style="list-style-type: none">- New Technologies, New Projects- Training Offers- Changes, New Resources

FIG. 3

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400

404			402
Community Driven By	Example	Message Type	
406 Tool & Methods	MS-Office Contextual Design Workbench	Questions & Problems Updates, Fixes, Patches Tips, How-To, Work-Arounds Trainings	
408 Activities	Teaching User Interaction Design Software Development	Best Practice, Standards Tools Changes, New Technology Question & Solutions Trainings Jokes, Stories, Opinions Demand Aggregation	
410 Service Offering	Training IT-Support UI-Designers	Resource Coordination Changes Feedback	
412 Interest	Java Product Quality User-Centered Design	New Info Resources Opinions, Experiences Insights, Tips, Ideas Best Practice, Success Stories	

FIG. 4

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500

502			506
504			
508	Communication	Synchronous	Asynchronous
	Information	Phone, Chat Online Meeting	Email Instant Messages Discussion Threads, Voting
	Coordination	Shared Applications Co-Browsing of Documents Whiteboard	Shared Folders Solution Database
510			
512		Floor Control Localization	Team Calendar Project Milestones Task Lists Case Tools

FIG. 5

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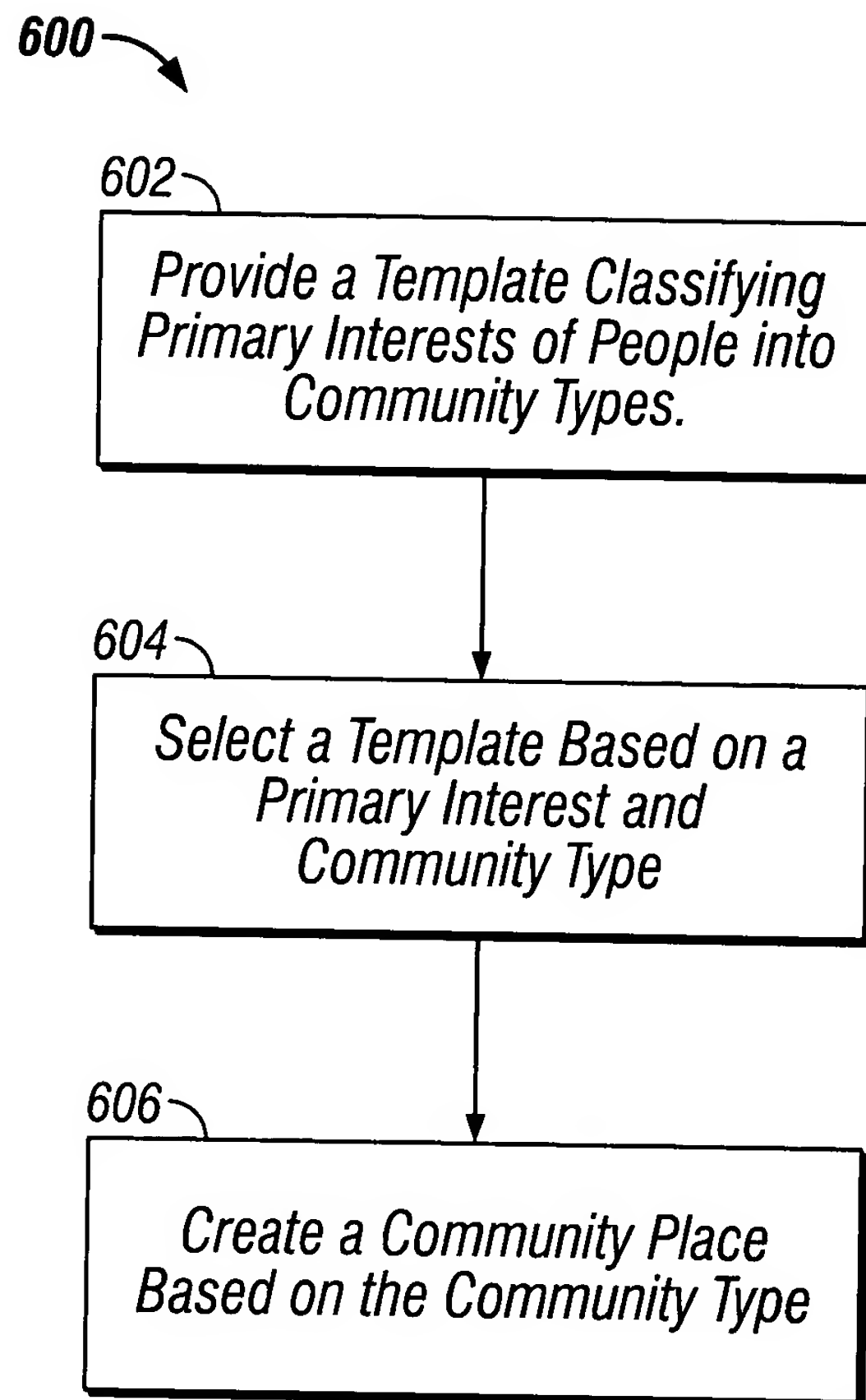


FIG. 6

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Employee Details - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back

Forward

Home

Search

Favorites

History

Links

Address

Community Builder

1 Basic Data

2 Specify Type

3 Tools & Methods

4 Assign People to Roles

5 Assign Roles to People

6 Add Documents

7 Invite Members

Enter your community's basic data

Your collection contains 52 people based on the following search terms: Portal, EJB, J2EE, Java Development

Please enter a name and description for this community.

Name: UDDI USA

Description: *****

Cancel

Next >

Unknown Zone (Mixed)

Done

FIG. 7A

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Employee Details - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History Links

Address

Links

Community Builder

1 Basic Data

2 Specify Type

3 Tools & Methods

4 Assign People to Roles

5 Assign Roles to People

6 Add Documents

7 Invite Members

Specify the Type of Community

Select the community type and characteristics.

Members have similar:

activities

interests

tools & methods

business context

Select...

Select...

Select...

Select...

The community will be:

open and recommended (it will appear in the community list of the Portal - everyone can join)

open (it will appear in search results - everyone can join)

closed (it will appear in search results - restricted membership)

closed and hidden (it will appear in search results - restricted membership)

Message boards will be:

moderated

free to post

Cancel

Previous

Next

Unknown Zone (Mixed)

Done

FIG. 7B

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730

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Employee Details - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Links

Address

Links

Community Builder

1 Basic Data

2 Specify Type

3 Tools & Methods

4 Assign People to Roles

5 Assign Roles to People

6 Add Documents

7 Invite Members

Specify the tools & methods for your community

Select the tools & methods that should be available to your community

☒ The community will have a community space.

☒ Instant Messenger

☐ Solution Databases

☒ Chat

☐ Event Calendar

☒ Shared Info Collection

☐ News

☐ Discussion Forum

☐ Download Area

☐ The community will have strategic communication channels

☐ The community will have a public homepage.

Cancel

< Previous

Next >

Unknown Zone (Mixed)

Done

FIG. 7C

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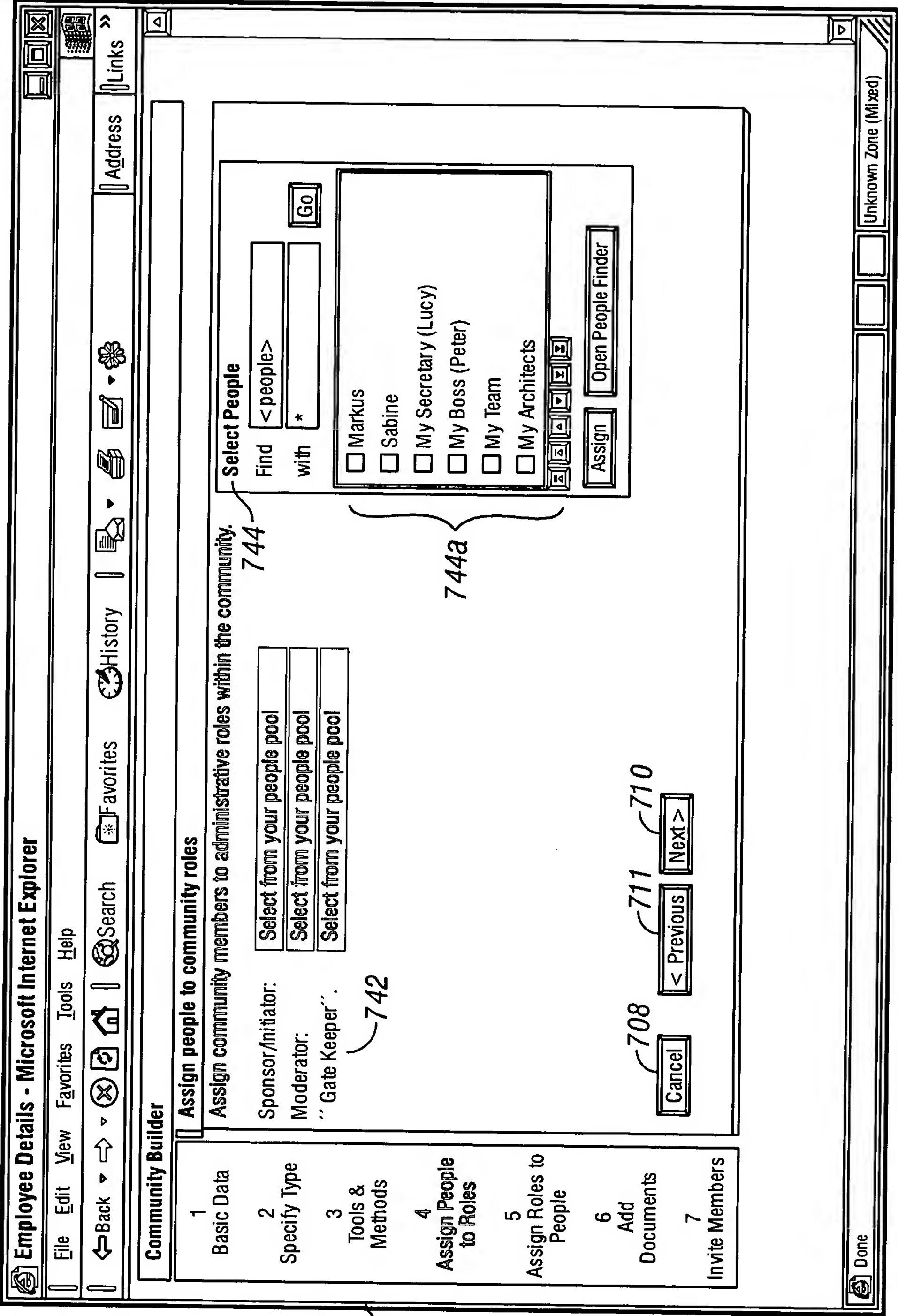


FIG. 7D

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Employee Details - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back

Forward

Home

Search

Favorites

History

Print

Links

Address

Unknown Zone (Mixed)

Community Builder

1
Basic Data

2
Specify Type

3
Tools & Methods

4
Assign People to Roles

5
Assign Roles to People

6
Add Documents

7
Invite Members

Assign roles to people

Assign roles to your community members. By default, all members are regular members.

52 Matches

Name	Company	Dept	Guest	Member	Core
▶ Andrew Anderson	SAP USA	GBUX	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>
▶ Mary Blexter	SAP USA	Sales	<input type="radio"/>	<input checked="" type="radio"/>	<input type="checkbox"/>
▶ Jim Hersch	SAP USA	Cons	<input type="radio"/>	<input checked="" type="radio"/>	<input type="checkbox"/>
▶ Ben Kingston	SAP USA	Cons	<input type="radio"/>	<input checked="" type="radio"/>	<input type="checkbox"/>
▶ John Malcovich	SAP USA	Sales	<input checked="" type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
▶ Timothy Showalter	SAP USA	Cons	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>

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Cancel

< Previous

Next >

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752

FIG. 7E

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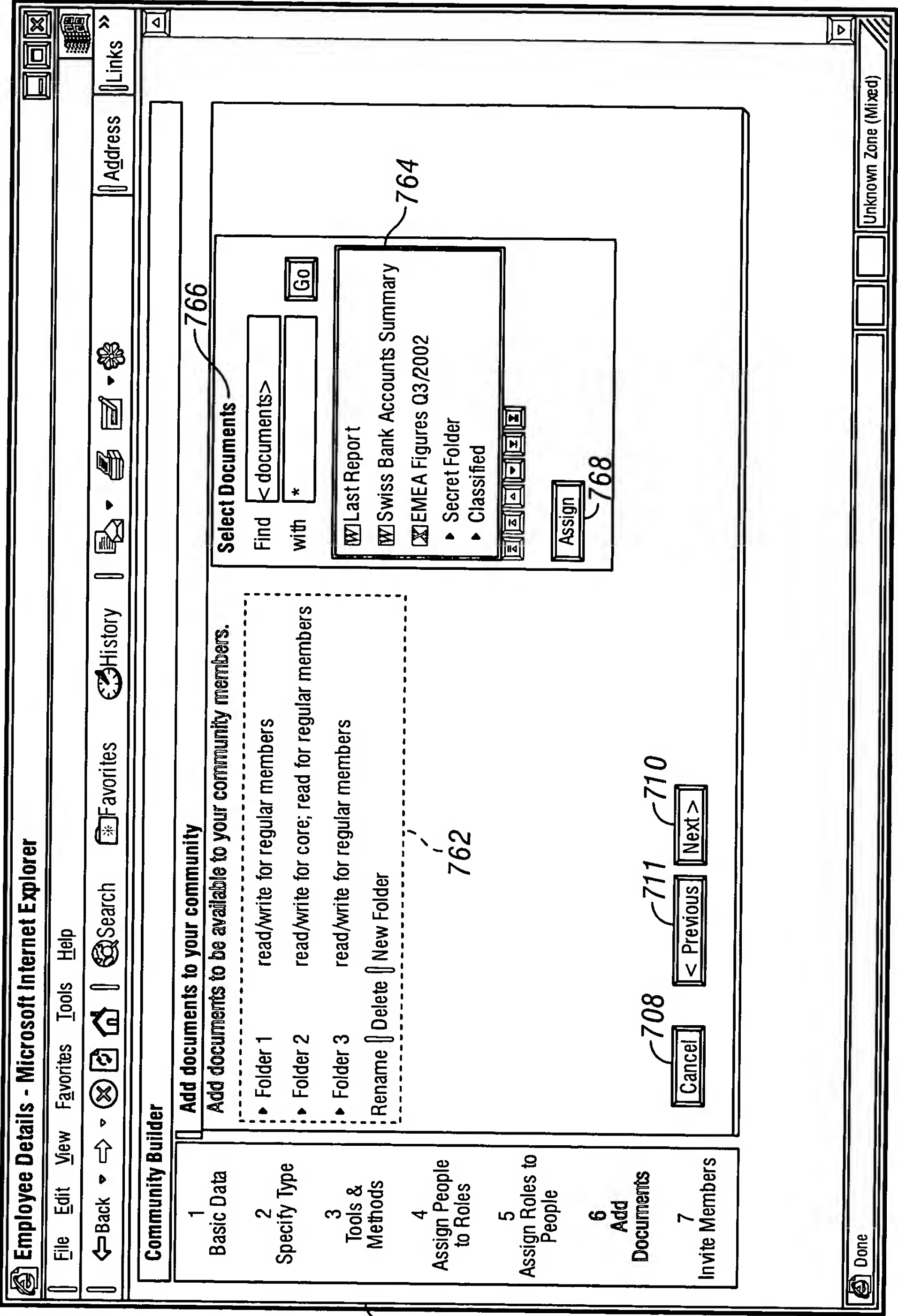


FIG. 7F

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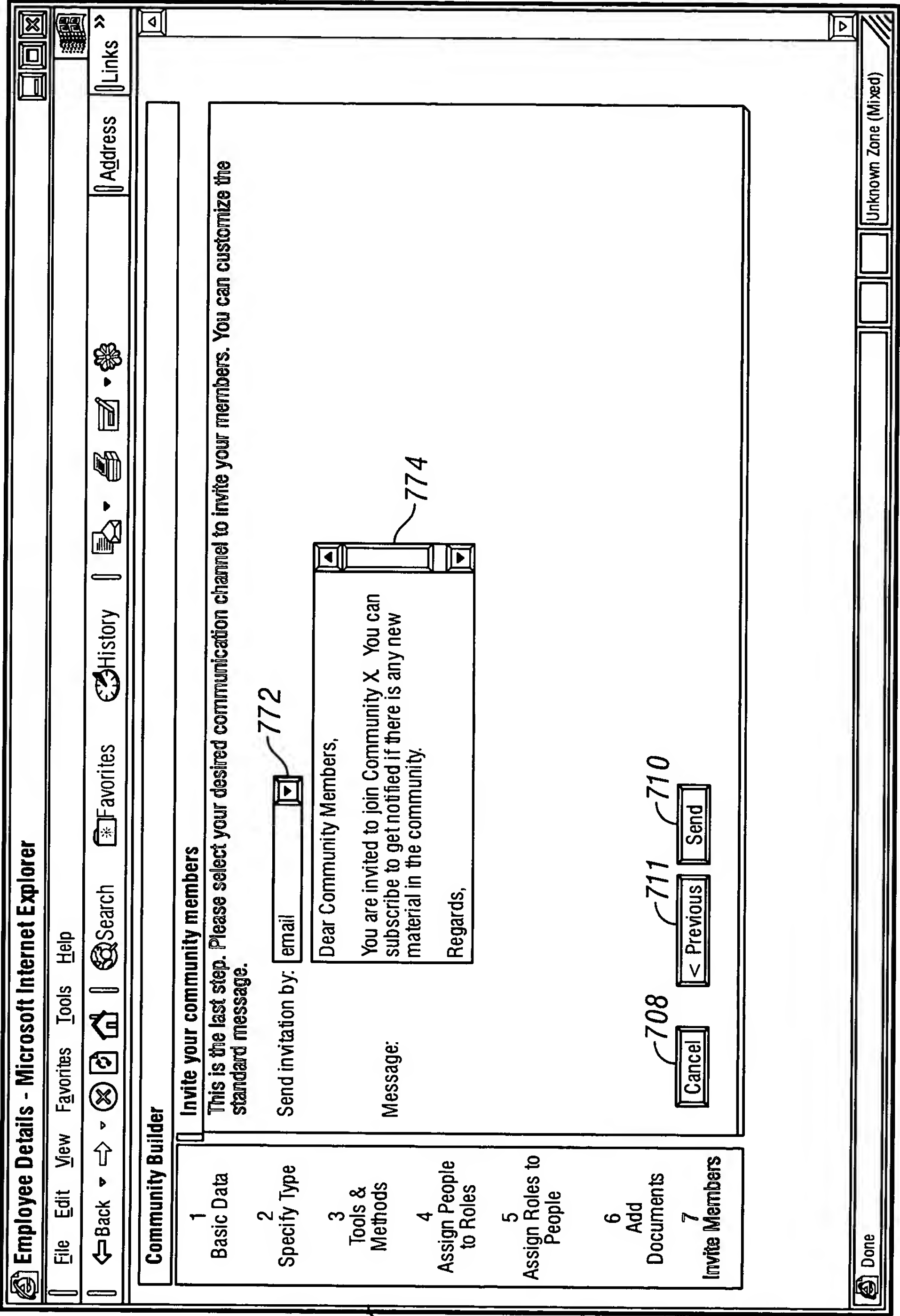
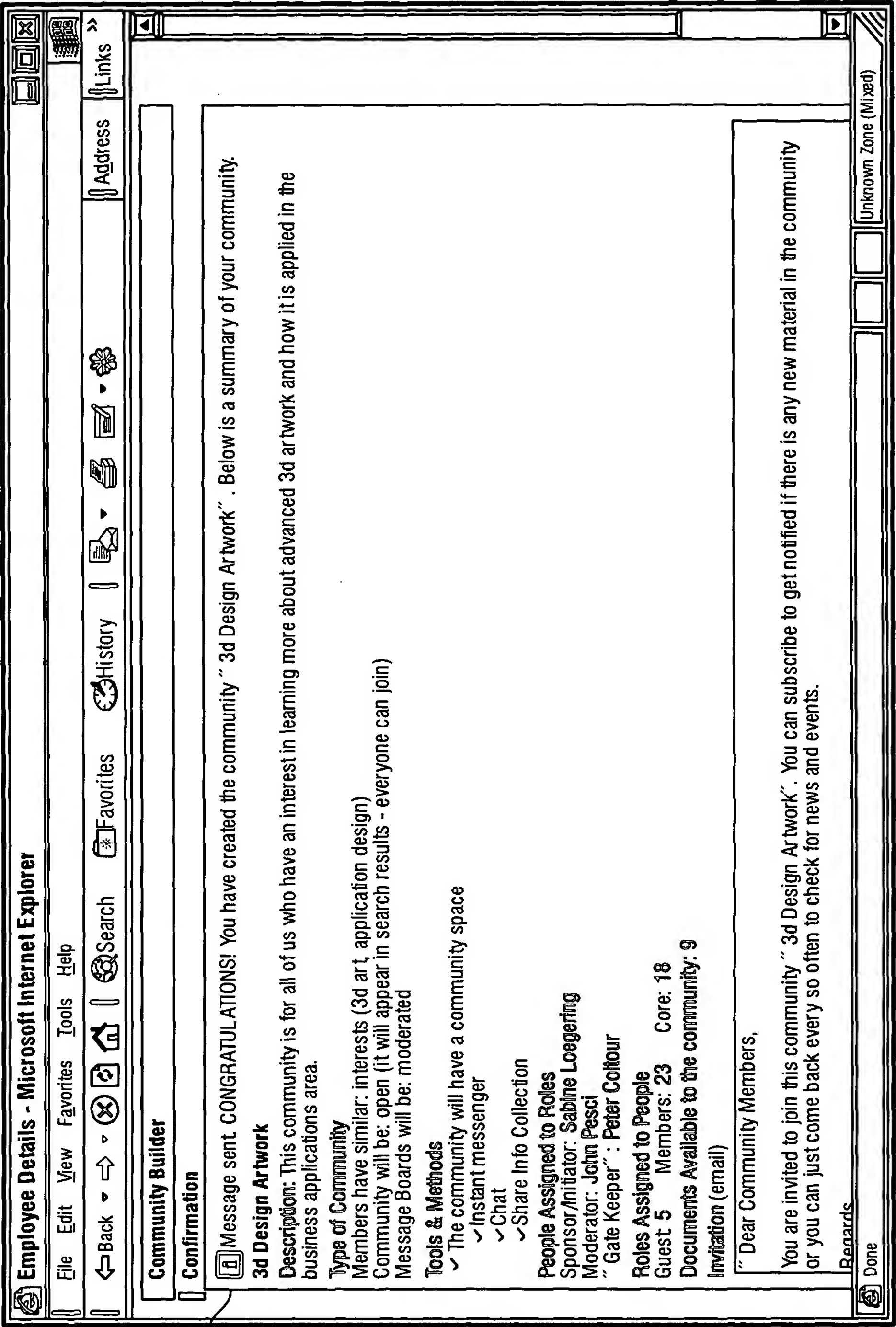


FIG. 7G

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FIG. 7H

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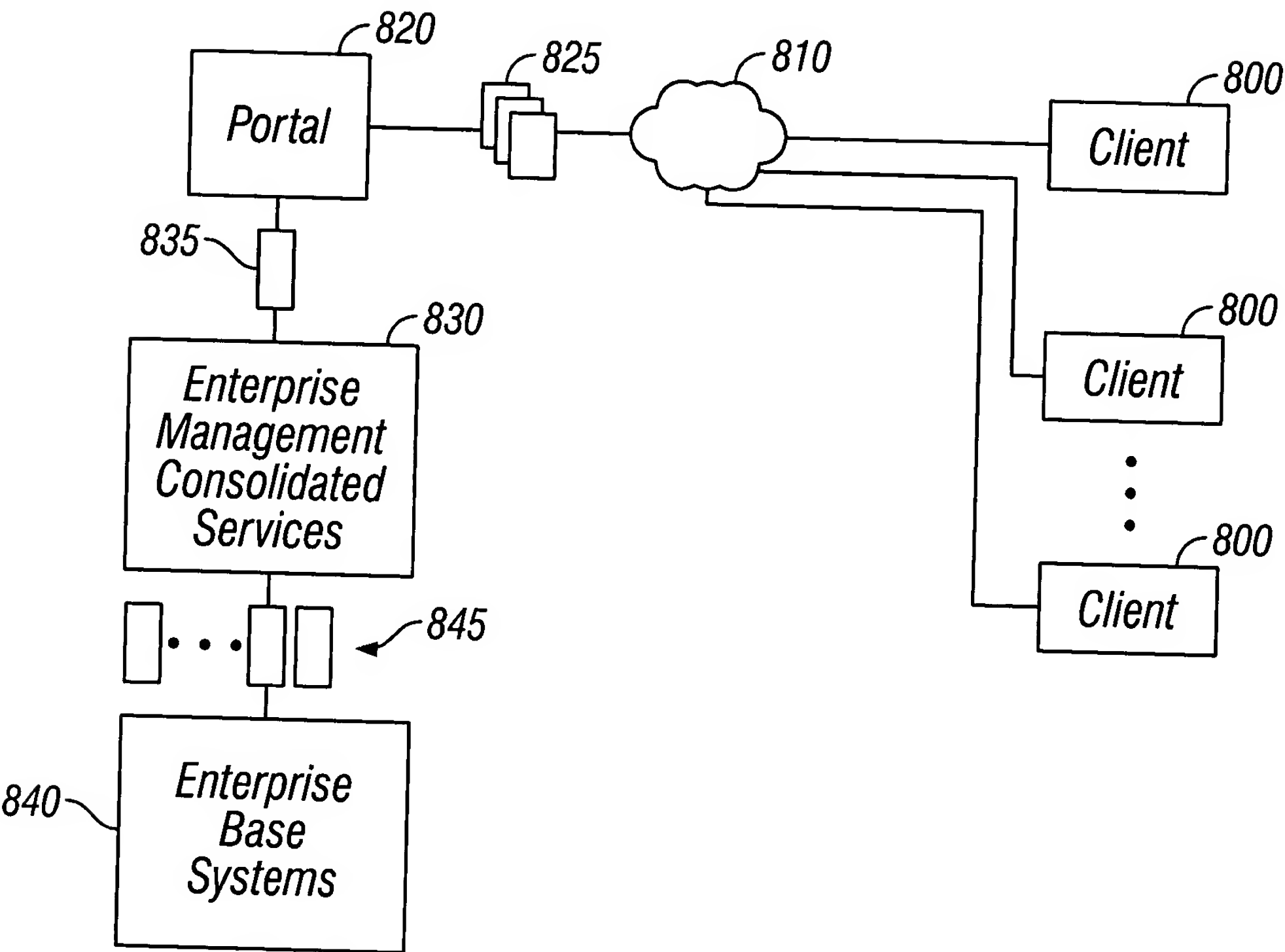


FIG. 8

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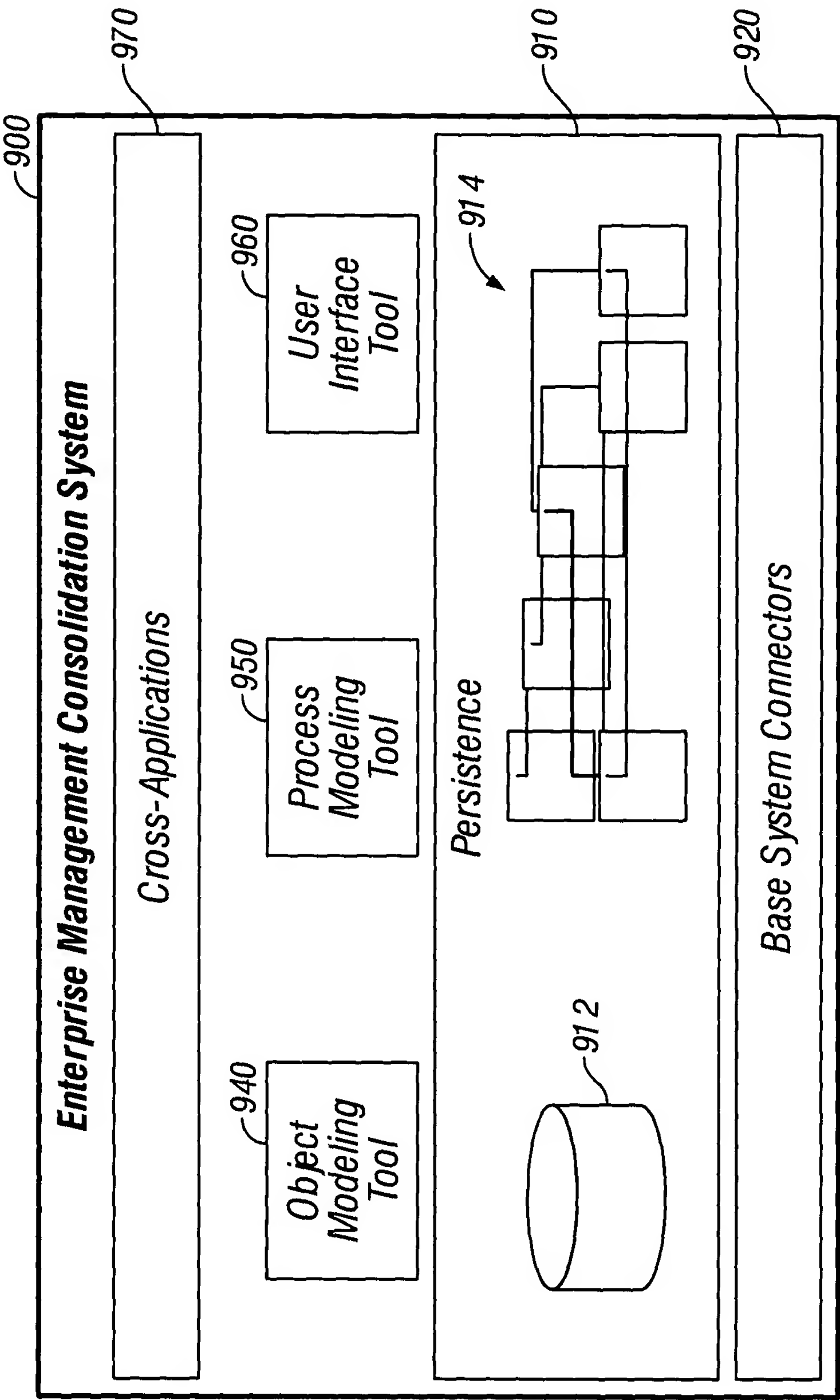


FIG. 9